
CCTV Systems on Estates

This information sheet contains advice and information regarding data recorded by Hanover Housing Association's CCTV (Closed Circuit Television) Systems and the provisions of the Data Protection Act 1998.

Why do we have CCTV systems on our estates?

The purpose of using CCTV on Hanover Estates is to protect staff, residents, visitors and property from the actions of individuals. These actions may not necessarily be criminal offences but have a negative impact on individuals' living and/or working environment. Hanover CCTV footage has been successfully used by law enforcement officers to identify and prosecute criminals on a number of occasions. It has also helped resolve issues in non criminal activities such as persistent dog fouling.

It has the potential to act as a deterrent and can deliver peace of mind for residents and staff in areas identified with a high risk level of crime.

What happens to the recorded images?

All CCTV recordings are kept for 28 days and then erased. They are stored in a safe location and only key members of staff have access to the recordings. Requests to provide any recordings are carefully considered against the provision of the Data Protection Act and the CCTV Code of Practice.

How do I request a copy of an image of someone else?

Protecting privacy is of primary importance and under Data Protection Act rules we generally do not supply images of someone else.

In some limited circumstances Hanover may consider releasing images to a third party where their need outweigh those of the individuals being recorded.

How do I request a copy of an image of myself?

You have the right to view images of yourself, and if required, obtain a copy of the image on a disc. Your Estate Manager can provide you with the form required and help you to complete this if needed. Where possible we will provide you with the image within 28 calendar days from receiving a request. If something prevents us from meeting the request we will let you know the reason why.

Can I install my own CCTV?

CCTV used on your property will be exempt from the Data Protection Act unless you capture footage of people outside your properties boundaries. Cameras must be positioned and used responsibly to protect the privacy of others.

Where can I find out more?

If you have any questions regarding the management of CCTV coverage at Hanover or wish to install your own CCTV, please speak to your Estate Manager.

Further details of the Information Commissioners Office CCTV Code of Practice can be found on the ico.org.uk website.

Alternatively the address of their Head Office and telephone numbers are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number